P/CR PREPARATION INSTRUCTIONS

1. TITLE

  Problem/Change Report

2. DESCRIPTION/PURPOSE

2.1 The Problem/Change Report (P/CR) shows essential data on each software problem/change detected. It also shows errors on omissions in documentation. Software problems are classified by priority and category in accordance with MIL-STD-498.   Sufficient detail of the problem shall be reported to enable analysis and isolation or replication if necessary.

3. APPLICATION INTERRELATIONSHIP

3.1 P/CRs are used to record and report problems found throughout development. They are also used to report errors or omissions found in documentation. The P/CR is the basic input to the quality assurance program during the test and acceptance phase of the development effort. P/CRs on interfaces with other systems require joint resolution action.

4. PREPARATION INSTRUCTIONS

4.1 Figure 1 shows the format for P/CRs. Sections of Figure 1 marked with an asterisk are optional and may be used to record additional information at the originator's discretion. Detailed instructions keyed to the block numbers in Figure 1 follow:

1. Date.   The date form is prepared.

2.   P/CR Number.   P/CR Number assigned for control purposes.

3.   Originator. Printed name of person originating the P/CR form.

4. Activity Code. The activity and code name or number of individual originating the P/CR form.

5.   Telephone/Ext.   Originator's office telephone number, and extension (if applicable).

6. Title. Name used to identify problem/change.

**7. Category. Circle appropriate category associated with problem/change being reported.
   (In accordance with MIL-STD-498, Appendix C, Figure 4).**

       Categories:

       a. Plans - One of the plans developed for the project
       b. Concept – The operational concept
       c. Requirements – The system or software requirements
       d. Design – The design of the system or software
       e. Code – The software code
       f.   Database/data file – A database or data file
       g. Test information – Test plans, test descriptions, or test reports
       h. Manuals – The user, operator, or support manuals
       i. Other – Other software products

8. **Priority.** Circle appropriate priority code, 1 – 5. (In accordance with MIL-STD-498, Appendix C, Figure 5).

      Priority Codes:

    1 a. Prevent the accomplishment of an operational or mission essential capability
        b. Jeopardize safety, security, or other requirement designated "critical"
    2 a. Adversely affect the accomplishment of an operational or mission essential capability and no work-around
          solution is known
        b. Adversely affect technical, cost, or schedule risks to the project or to life cycle support of the
          system, and no work-around solution is known
    3 a. Adversely affect the accomplishment of an operational or mission essential capability but a
          work-around solution is known
        b. Adversely affect technical, cost, or schedule risks to the project or to life cycle support of the system,
          but a work-around solution is known
    4 a. Result in user/operator inconvenience or annoyance but does not affect a required operational or
          mission essential capability
        b. result in inconvenience or annoyance for development or support personnel, but does not prevent
          the accomplishment of those responsibilities
    5   Any other effect

9. **Problem/Change Description.** Write a description of the problem/change. Develop a word picture of events leading up to the coincident with the problem. Structure statements so that the programmer/test analyst can duplicate the situation. Cite equipment being used, unusual configuration, etc. Indicate consoles on-line, modes, etc., if applicable. If continuation sheets are required, fill in page _____of _____ at the top of the P/CR form.

10. **Corrective Action:** A description, by the programmer/tester, of actions taken to resolve the reported problem or to complete the requested change.

11. **Actions Taken:** Enter the status/disposition and date to indicate the current status. When the status changes, line out the old status and date and enter the appropriate new status and date.

12. **QA Sign-off.** Signature by designated quality assurance (QA) organization member authorizing implementation of the corrective change(s) and certifying the correctness and completeness of the change(s).